



Residence Life Officer

Job Description

POSITION OVERVIEW

Location	:	Bloomsbury, London
Base	:	Office based. This is not a live-in role.
Term	:	Full-time; permanent
Salary	:	Up to £31,000 per annum
Start	:	April 2020, if not earlier
Benefits	:	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)

The Residence Life team are responsible in administering and supervising the operation of the student residential experience across the residential locations throughout London. Residence Life roles will ensure a positive, healthy, and safe living/learning environment for students. Working closely with staff from NCH and the partner institution, the primary purpose of this team is to develop and maintain an environment conducive to social and intellectual growth as well as the academic success of the students.

The responsibilities may include, some or all the following: ongoing student development activities, housing and occupancy administration, student conduct administration, mediation and educator of policies, and emergency response.

DUTIES AND RESPONSIBILITIES

Community Development

- Maintain a safe and positive learning community in residence through active engagement with residents and policy enforcement.
- Utilise problem solving skills to solve roommate disputes and other types of mediation.
- Administrative duties with investigations and disciplinary processes related to student conduct.
- Responsible for upholding, working in accordance with, and providing guidance on policies and procedures.
- Plan and execute events designed to help residents socially and academically and to foster community within the student housing.
- Guide staff to plan, organise, promote, supervise and evaluate student programming events and activities to meet the needs of students from partner institution.

Housing and Operations

- Assign housing, including roommate pairing, consideration of special room requirements, and appropriately attending to room changes where necessary.
- Serve as the main point of contact between housing providers, partner institution, NCH, and students.
- Actively monitor, respond, and report on building issues, including maintenance requests and safety issues.
- Ensure housing providers are meeting SLA's and students adherence to housing policies.
- Be on-call to provide support to partner institution staff and respond to emergency situations, which may include attendance at the student housing, hospitals etc. (24/7).
- Health & Safety of the students is paramount. Ensure risk assessments are undertaken as appropriate, and all teaching and event locations have clear emergency procedures communicated from the outset.
- Seek opportunities to sublet surplus rooms to other study abroad providers and ensure all administration and finance processes are effectively and efficiently organised for all parties involved. This will be target driven and rewarded appropriately.

Other

- Providing support to the wider administrative team during busy periods and appropriate to skillset.

JOB DESCRIPTION RESIDENCE LIFE OFFICER

- Undertaking other duties as assigned by management, and in the spirit of positive team work.
- Foster a positive work environment with a good team spirit, including the wider support teams, with student experience at the forefront of all efforts.

PREFERRED EXPERIENCE

- Bachelor's degree required
- Student life experience as a Resident Assistant or similar capacity (in a live-in role)
- Experience living, studying, or working abroad or experience working with international students and their particular adjustment issues
- Experience with U.S. student demographic is preferable
- Strong interpersonal and intercultural communication skills as well as a positive attitude
- Experience with emergency response, student mediation, including investigations and conduct meetings (desirable)

Application Process

Applications should be made via [this link](#) by midnight, 17 March 2020. Please reference your application "RLO0220". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role, applications will be reviewed on receipt and it is likely that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Tier 2 Sponsorship for this role.